

PRV – Enrollment 1099 Tax Identification Number (TIN) Match

Purpose:

The purpose of this procedure is to correct a Tax Identification Number (TIN) or Social Security Number (SSN) that does not match with the Internal Revenue Service (IRS) Data Base.

Identification of Roles:

Primary Role - The below procedure will be performed by the Provider Enrollment Team.

Performance Standards:

Perform online updates to provider data within one (1) business day of receipt of the update.

Path of Business Procedure:

Step 1: Receive letter print in OnBase - TIN matching process queue

- a. Move to Step 2
- b. **NOTE:** No action needed, First Hold and Second Hold queues are **not worked**. E-forms are stored in these queues to track monthly letters sent and for the purpose of moving providers through the process if no action is taken. If the provider does not take action and the sanction letter is sent move to Step 5 to start sanction process.

Step 2: Print letters (Letter types: First Notice, Second Notice, Sanction letter)

- a. Open: OnBase › TIN-Matching Process queue
- b. Select TIN-Letter Print
- c. Click on document(s)
- d. Double click user task print letter-Print all letters in queue

Step 3: Mail letter

- a. Include in the envelope with the letter a W-9 form (First Notice and Second Notice letters only)

Step 4: Receive response from provider

- a. Response from the provider will be worked through the provider change process.
 1. Reference IME Operational Procedure: [PRV - Enrollment Processing Provider Changes](#)

Step 5: Setup Withholding queue

- a. E-forms are sent to this queue for providers who have not sent in information to correct TIN/SS#
- b. Select document
- c. Research OnBase for Change notification
- d. If change has been received and processed, move to Step 6
- e. If change request has not been received, move to next bullet
- f. Open the Medicaid Management Information System (MMIS) Provider Master File 9
- g. Enter "C" action code
- h. Enter provider legacy number
- i. Press F4 (screen 4)

- j. Enter HOLD/Review information
 - 1. Enter Begin date (enrollment effective date)
 - 2. Enter End date (999999)
 - 3. Enter T (type) "F"
 - 4. Press enter twice to update provider file
- k. From OnBase, double-click user task Withholding Ready. Document will move to Sanction hold queue.

Step 6: Complete

- a. Open IRS website (Reference Provider Enrollment guide for instructions)
- b. Enter required information
- c. Import results into OnBase
- d. If match with IRS move to next step
- e. In OnBase, select document in the Setup Withholding queue, and double-click on Stop withholding

Step 7: Sanction Hold

- a. Research OnBase for change request from provider.
 - 1. E-forms sent to this queue will remain until the provider sends in information to correct TIN or until 90 calendar days pass.
- b. After 90 days, the e-form is moved to create termination letter and the termination letter will be generated.

Step 8: Verify IRS/MMIS

- a. Verify MMIS has been updated
- b. Verify MMIS is a match with the IRS data base

Step 9: No action needed

- a. In OnBase, select Document in the Setup Withholding queue, and double-click on Stop Withholding
- b. Select Document from the Sanction withhold queue in OnBase
- c. Double-click on user task stop withholding. Document will move to remove withholding
- d. Open MMIS Provider Master File 9
- e. Enter "C" action code
- f. Enter provider legacy number
- g. Press F4 (screen 4)
- h. Remove HOLD/Review data-clear all fields (begin date-end date-type)
- i. From OnBase, select document
- j. Double-click user task withholding removed. General letter will pop up
- k. Complete general letter
- l. Letter will move to the print letter queue

Step10: Process Termination

- a. 20 days after termination letter is sent to provider, e-form will drop into the process termination queue.
- b. Once e-forms reach this queue, the provider can be terminated.
- c. Research OnBase and MMIS for updates, if no updates terminate provider.

Forms/Reports:

TIN Match first letter
TIN Match second letter
Sanction letter
General letter
W-9 form

RFP References:

6.4.1.1.3.d

Interfaces:

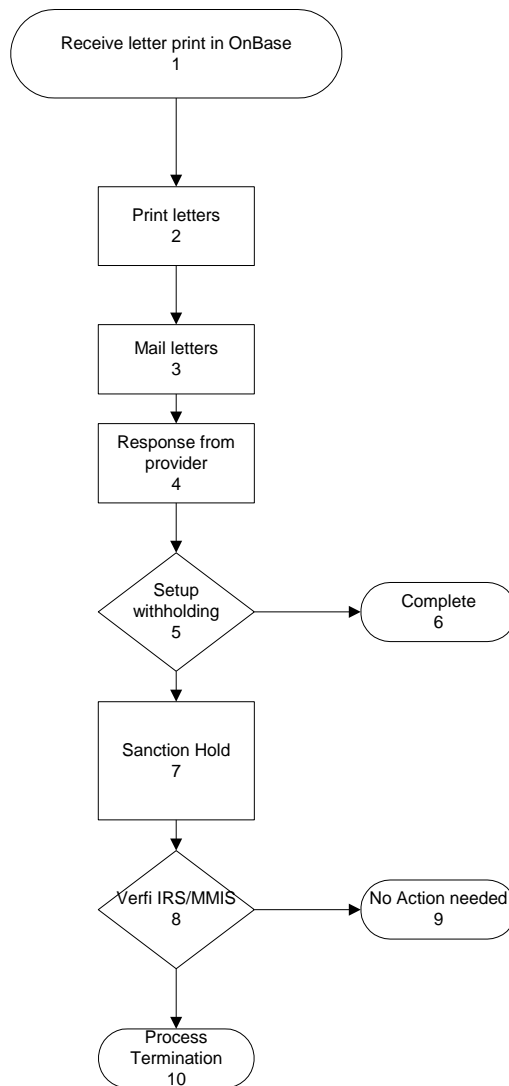
OnBase
Core – MMIS
Providers

Attachments:

Process Map
TIN Match Letter – First Notice
TIN Match Letter – Second Notice

TIN Match process

Enrollment Specialists



Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

Provider Name
Address
City, State Zip Code

DATE: [Date]

RE: Iowa Medicaid Enrollment

Dear Provider:

As part of the enrollment process you are asked to provide your tax ID/or Social Security number. This information was checked against IRS records and an error was reported.

☐ The IRS has the tax ID on record, but the name you reported to IME does not match what the IRS has associated with that tax ID.

☐ The tax ID you reported to IME is not on file with the IRS.

Our records show your name listed as:

Under tax ID:

You will need to do one of the following steps to correct this error.

1. If your name is actually different from what is listed above (but the tax ID is okay), please complete the attached W-9 and return for processing. We will update our name record to match what you have on file with the IRS.
2. If both the name and tax ID listed above is correct, you need to contact the IRS and square your records with them.
NOTE: We will re-check the IRS file in 30 days.
3. If the tax ID is different or has changed please reply to this letter or call 1-800-338-7909 for further instructions.

If you have any questions please contact IME Provider Services at 1-800-338-7909 option 2, locally in Des Moines at 515-256-4609 option 2 Provider Enrollment.

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

Provider Name
Address
City, State Zip Code

Second Notice

DATE: [Date]

RE: Iowa Medicaid Enrollment

Dear Provider:

On _____, the Iowa Medicaid Enterprises (IME) Provider Services Unit sent you a letter indicating your name and Tax Identification Number or Social Security Number ("TIN"), did not match with IRS records. The letter provided you with three methods you could use to correct the inconsistency. You were also informed that the IME would re-check the IRS file in 30 days. The IME has re-checked the IRS file and is still unable to receive confirmation that the data you submitted matches the TIN and name on file with the IRS.

Providers are responsible for reporting accurate information to the IME when they enroll, and providers must maintain accurate information on file with the IME at all times. Any changes to such information as the provider name or TIN must be reported to the IME within 60 days of the change. 441 Iowa Admin. Code section 79.14(11). Failure to maintain current information may result in a provider being terminated from participation in the Iowa Medicaid program. 441 Iowa Admin. Code section 79.14(11)(a).

This is your **second notice** regarding this matter. You have 30 days from the date of this letter to correct this issue. Failure to make the necessary corrections within the required time frame may result in termination of your Iowa Medicaid provider agreement or another sanction, such as withholding of payments, for failure to abide by Department rules. See 441 Iowa Admin. Code section 79.2(3)(d) (Suspension or withholding of payments to the provider.)

In the previous letter you were given the following information:

☐ The IRS has the TIN on record, but the name you reported to IME does not match what the IRS has associated with that TIN.

☐ The TIN you reported to IME is not on file with the IRS.

Our records show your name listed as:

Under TIN:

You will need to do one of the following steps to correct this error.

1. If the name the IRS has associated with the TIN listed is incorrect above but the TIN is correct, please complete the attached W-9 and return it for processing. We will update our name record before trying again to match your records with the IRS.
2. If both the name and TIN listed above are correct, you need to contact the IRS and try to resolve the problem with your records. NOTE: We will re-check the IRS file in 30 days.
3. If your TIN listed above is incorrect or has changed, please reply to this letter or call 1-800-338-7909 for further instructions.

If you have any questions please contact IME Provider Services at 1-800-338-7909 option 2, or locally in Des Moines at 515-256-4609 option 2 (Provider Enrollment).